



DEPARTMENT OF THE NAVY
NAVY RECRUITING COMMAND
5722 INTEGRITY DR.
MILLINGTON, TN 38054-5057

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COMNAVCRUITCOMNOTE 5400
N7

12 Feb 2010

COMNAVCRUITCOM NOTICE 5400

From: Commander, Navy Recruiting Command

Subj: DUTIES AND RESPONSIBILITIES OF THE COMMAND TRAINER

Ref: (a) COMNAVCRUITCOMINST 5400.1G

Encl: (1) Command Trainer (CT) Duties and Responsibilities

1. Purpose. To publish an advance change to reference (a).
2. Background. The Navy Recruiting Command (NAVCRUITCOM) Training and Standardization Division commenced teaching the Command Trainer course in October 2009. There are currently no references to define Navy Recruiting District (NAVCRUITDIST) Command Trainer functions and major responsibilities. Enclosure (1) is issued as interim guidance pending the revision of reference (a).
3. Action. Ensure all command trainers and prospective command trainers receive a copy of enclosure (1).
4. Cancellation Contingency. This notice will be cancelled when incorporated into the next revision to reference (a).

/s/

R. L. GRAF
Deputy

Distribution:

Electronic only, via

<http://www.cnrc.navy.mil/Publications/directives.htm>

Command Trainer (CT)

Function: Responsible for the execution of the Navy Recruiting District (NAVCRUITDIST) training program as directed by the Training Officer. Provides training to command personnel, maintains command training files and tracking systems, and ensures compliance with applicable instructions and policies.

Major Responsibilities:

1. Administration

a. Formulate and implement a comprehensive command training plan to ensure compliance with COMNAVCRUITCOMINST 1500.4. Update the command training plan quarterly, utilizing NAVCRUITDIST department inputs and provide to the Training Officer for review and approval.

b. Maintain a master training database of all command personnel with command training files. Track key training milestones including; PQS status, PQS board date, Command and Station Indoctrination completion, Recruiter Development Board and Career Development Board schedules, Professional Selling Skills (PSS) Applications and Coaching courses, etc.

c. Provide the Training Officer with a quarterly status report of the command training program. Report key performance indicators to demonstrate the status, success points and areas for improvement in the initial training track of all personnel, the PQS program, and other initiatives that may have systemic roots in the command training program.

d. Coordinate all command level PQS boards, and track via departmental inputs, the progress and status of the PQS program. Participate in recruiter and staff PQS boards whenever possible.

e. Participate in Recruiter Development Boards (RDBs). Coordinate the training response to all RDBs via the appropriate department and assist as necessary. Ensure the POA&M is complete and maintained as a part of the command training file for all RDBs with an "Unsatisfactory" outcome.

f. Assist in the Command Production Inspection program. Establish and maintain a tracking and analysis system of the program and assist personnel inspected by serving as a resource in adhering to command standards for POA&M's.

g. Provide a monthly training report, via the command Training Officer, to NAVCRUITCOM N72 with a copy to the Navy Recruiting Region (NAVCRUITREG) per COMNAVCRUITCOMINST 1500.4.

h. Track, review, and retain all workshop participant evaluations (PAQ/PMEs) and optional Mastery Test answer sheets. Forward all PSS Applications and Coaching (PAQs/PMEs) to NAVCRUITCOM N72 monthly.

i. Participate in NAVCRUITCOM N7/District Command Trainer national training conference calls.

j. Maintain copies of all recruiting personnel's 45-day Indoctrination Completion Letter and Command/Station Indoctrination completed checklists in the command training file. Ensure originals are filed in member's Individual Training Jacket.

2. Training

a. Schedule and conduct PSS Applications workshops in accordance with COMNAVCRUITCOMINST 1500.4.

b. Schedule and conduct PSS Coaching classes in sufficient quantity to ensure all RinCs, Zone Supervisors, EPO, OPO and EPDS attend upon assignment in a supervisory capacity.

c. Assist the Command Master Chief and Chief Administrator in providing Command Indoctrination for all newly reporting personnel.

d. Schedule all command personnel for required NAVCRUITCOM ORIENT UNIT training via their website or directly with the Quota Control office.

e. Coordinate training provided by NAVCRUITREG staff with the applicable point of contact.

f. Request training assist visits, mobile field courses, or co-facilitation of local PSA/PSC courses by the National Training Team, by submitting a COMNAVCRUITCOMINST 1500.4, enclosure (8) via the command Training Officer to NAVCRUITCOM N72 with a copy to the NAVCRUITREG.

g. Conclude all instructional workshops and seminars by completing and forwarding all the required critiques/questionnaires to NAVCRUITCOM N72 and updating the command training file and database.

h. Attend and assist in the planning of the NAVCRUITDIST EPO/OPO production meetings and participate as appropriate.

i. Attend the monthly Planning Board for Training (PBFT) to determine the future training needs of the NAVCRUITDIST and to update the monthly training calendar.

j. Communicate best practices and trends noted at the command level qualification/review boards, field observations, and training events to supervisory personnel for consideration/action via the monthly training report to NAVCRUITCOM N72.

3. Resource Management

a. Lead and supervise training department personnel. Ensure training personnel are properly trained and qualified for their assigned duties.

b. Ensure all nationally trained "Train the Trainer" NAVCRUITDIST personnel facilitate sufficient PSS Applications and Coaching workshops to maintain T-3 certifications. Each trainer must facilitate at least one PSS Applications and Coaching workshop every six months.

c. Ensure all officer and enlisted recruiters have the Navy Recruiting Simulation Tool properly installed on their computers. Evaluate use/results during all relevant training opportunities including RDBs, training assist visits and PQS Boards.

d. During station visits, verify availability and use of the Sales Performance Tool Kit (SPTK).

e. Develop the command's annual training department budget input.

f. Conduct a monthly inventory of all Achieve Global training materials on hand. Request additional materials via the N7 Monthly Training Report in sufficient quantities to cover planned Applications and Coaching courses for the next 60 days.

4. Production Assistance

a. Perform in this role as deemed necessary to support command mission. Default to assist novice (non-PQS qualified) production personnel as needed.

b. Integrate knowledge of individual's previous performance in the training track (RDB, PSS Applications, PQS Board, etc.) to tailor an individualized approach or plan to training to heighten effectiveness.

c. Assist experienced recruiters who are assigned new responsibilities (RinC, Zone Supervisor, etc.) as requested by the Chain of Command to enhance new skills and knowledge required for the position.

d. Model the highest ethical military standards of recruiting to all production personnel.

5. Reporting Relationships

a. Report to the Executive Officer in his capacity as the command's Training Officer.

b. Serve as the Leading Chief Petty Officer for the training department.

c. Maintain direct liaison with Department Heads and the Chief Recruiter to prioritize and coordinate training support of command personnel.

6. Prerequisites. Command Trainers should be a CRF Chief Petty Officer or above with 36 months minimum successful Zone Supervisor experience. Additionally:

a. Complete NAVCRUITCOM ORIENT UNIT CRF Academy, Command Trainer and PSS Applications/Coaching Train the Trainer Courses.

b. Hold 9502 NEC or complete the Instructor Training Course (may be completed after initial assignment if resources permit).

c. Complete CT PQS and board qualify within six months of assignment.

d. Have a minimum of 18 months left onboard upon completion of Command Trainer Course to justify training investment.